

INTERCOMPANY SERVICES COORDINATION PLAN

BUSINESS SERVICES RESPONSIBILITIES

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1. GENERAL

1.01 This section describes the responsibilities of the Business Services organization in the handling of customer services coordinated by the Intercompany Services Coordination (ISC) Plan.

1.02 This section has been reissued to incorporate recommended changes in the plan, and to more clearly define the Business Services responsibilities. Because of the extent of the revisions, arrows ordinarily used to indicate changes have been omitted.

1.03 The ISC Plan requires a high degree of interdepartmental cooperation. Each department and its ISC Team members should become familiar with the ISC organizational structure and with the functions of its various committees and teams. A basic understanding of the ISC Plan enables each department and team member to understand the way departmental functions fit into the plan's overall operation. Section 010-520-100 provides a general description of the ISC Plan, as well as a glossary of terms.

1.04 The *ISC Administrative Team* is responsible for the overall coordination and implementation of the plan as detailed in Section 010-520-100. There is a Business Services representative on this team, jointly responsible with other departmental members for overall administration of the plan, and specifically responsible for Business Services involvements.

1.05 The *ISC Team* is responsible for plan implementation in a given operating area, as detailed in Section 010-520-100. The Business Services member on this team coordinates the planning and implementation of the Business Services role required for the provision of a particular service. They also provide the intercompany communication and coordination necessary for Business Service members of Project Teams.

1.06 Business Services members of Project Teams are appointed by the ISC Team Business Services member for implementation of a service.

2. DEPARTMENTAL RESPONSIBILITIES

2.01 Business Services is responsible for customer training and for the overall quality of service. A key factor in fulfilling this servicing responsibility is the preparation of instructional material and training customer personnel in the correct operation of services, equipment, and features.

NOTICE

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Bell System except under written agreement

2.02 The application of the ISC Plan within Business Services is the responsibility of the Business Services Manager in Operating Telephone Companies (OTC) and the Area Customer Service/Sales Staff Manager in Long Lines (LL). The ISC Team Business Services member acts in behalf of the manager in the preparation of customer training material, providing customer instruction, and monitoring quality of service.

3. BUSINESS SERVICES ISC TEAM MEMBER RESPONSIBILITIES

3.01 Overall Responsibilities:

(a) The Business Services member on a Control Team is known as Business Services Control and the Business Services member on a Local Team is known as Business Services Local Control. Every ISC Team Business Services member has certain basic responsibilities.

(b) In LL and OTCs the Business Services Control ISC Team member is responsible for scheduling customer training as well as for the preparation and distribution of customer instructional material. Business Services Control is assisted by Local Control members when necessary.

3.02 The ISC Team Business Services member has the following basic responsibilities:

- (a) Represents Business Services for the coordination of ISC Services.
- (b) Establishes close contact with the customer and the salesperson so that intended use of the equipment will be clearly understood. Only in this manner can customer training material be prepared to satisfy service needs. (Customer contacts should normally be made through the salesperson.)
- (c) Attends meetings of the ISC Team for the purpose of reviewing and resolving Business Services problems, or in which Business Services advice might prove helpful.
- (d) Provides required reports in connection with Order Status, Controls and Reporting (OSCAR) procedures detailed in Section 010-520-105.

3.03 In addition to assuming Control and Local Control responsibilities for an area or territory, the Business Services Control Member has the following responsibilities:

(a) Works with the ISC Team Sales member and assists other team members in USO preparation. Provides the following USO information:

- (1) Training Date (TND).
- (2) Training Ready Date (TRD) (Delivery date for training material)
- (3) Training Instructions (TNI) (Data pertaining to the initial preparation and update of customer instructional material).
- (4) When no training is required, information pertaining to updating records on customer instruction material should be given, if applicable. This entry should be made following the Field Identifier for Training Instruction (TNI).

(b) Arranges with the salesperson for Business Services to meet with the customer for the purpose of discussing training plans. This provides an opportunity to establish a clear understanding of customer training needs, to discuss arrangements where customers are planning to use their own equipment and to review the proposed training program which may include the following items:

- (1) Methods of operation,
- (2) Training locations and customer contacts,
- (3) Preparation of training material,
- (4) Number of attendants and station users to be trained,
- (5) Special training equipment,
- (6) Training schedules,
- (7) Content of station user training program,
- (8) Directory plans, and

- (9) Publicity items involving methods of operation, such as news releases, posters, company newspapers, and bulletins.
- (c) Sends a preliminary list of System Locations and Contacts (Fig. 1) to Local Control Team Business Services members. The LL Business Services Control distribution includes LL Business Services Local Control and LL Headquarters.
- (d) Obtains material to be used for training the customer's attendants and station users. Training material may be prepared by other than Business Services. However, in these cases the overall Business Services responsibilities are retained by Business Services Control.
- (e) Establishes reporting procedures to measure customer training progress, eg, in addition to listing the Due Date (DD) and TND, shows the date the Training Report Form is to be returned. The Training Report is part of the Training Notice (Fig. 2) which should accompany the instruction material. Follow up, using local procedures (telephone, ADNet, etc.), to ensure that the customer has received training at all locations.
- (f) Places the order in jeopardy if necessary (OSCAR).
- (g) Coordinates, interdepartmentally, required Business Services participation in Call-Through Programs for Common Control Switching Arrangement (CCSA), EPSCS, and large Tandem Tie Trunk Network (TTTN) cutovers, conscientiously avoiding conflicts of work schedules, days, hours, etc.
- (h) Distributes special training instructions, schedules, reference material, etc, with a Training Notice Form (Fig. 2) to Local Control Team Business Services members. When the Training Notice is not suitable due to unusual circumstances, a transmittal letter (Fig. 3) may be sent in lieu of the Training Notice. Long Lines Business Services Control distribution includes LL Local Control and LL Headquarters. This material should be sent by U.S. mail in time to reach the Business Services member responsible for training normally two weeks before the TND (two months before on CCSA, etc.). This permits time for scheduling the instruction program and completing customer

training before the service date. Where the objective of two weeks prior to TND cannot be met by LL, a telephone call should be made to alert OTC training personnel, and the material should be sent as soon as possible.

- (i) The OTC Business Services Control, prior to DVA alerts the appropriate Plant RRO for positive reporting to OSCAR of training material availability and the scheduled training date.
- (j) Determines, on more complex service requiring special training of Business Services personnel, whether centralized training sessions are necessary. Where such training is needed, the training sessions will be the responsibility of Business Services Control and are to be coordinated through their ISC Administrative Team Business Services member to the OTC ISC Administrative Team Business Services members. When LL is Control, the Business Services group at LL Local Control and LL Headquarters are to be advised prior to the scheduling of the training dates.
- (k) Checks, after cutover, to ensure that the customer's service continues to be satisfactory.

3.04 Business Services Local Control functions:

- (a) The OTC Local Control ensures that the USO or local order is sent to the applicable Business Services group promptly.
- (b) Upon receipt of a USO, Business Services promptly determines whether the customer instruction requirements apply locally.
- (c) The OTC Business Services Local Control determines if Service Advisers/BSIs require training before instructing the customer in the correct operation of the new service or equipment. This may include participating in centralized training sessions.
- (d) When necessary secures any special instructional material from Business Services Control.
- (e) Obtains instruction manuals through normal company channels for those services that consist of standard equipment items.

(f) Schedules attendant and station user training if required. (The details of these programs should be worked out with the customer.)

(g) As required, reviews with the Plant and Engineering Departments operational procedures for equipment installed at customer locations. Provide assistance on local operational test procedures when requested by Plant coordinates.

(h) Participates in Call-Through Programs as requested by Business Services Control.

(i) Originates a Jeopardy Report (OSCAR) and subsequent progress reports to Business Services Control when a serious customer training problem exists that places the service date in jeopardy. (See Section 010-520-115.)

(j) Operating Telephone Company Business Services Local Control returns Training Report Forms, which may accompany instruction material, to Business Services Control as soon as possible upon completion of initial training.

(k) After the equipment has been placed in service, OTC Business Services Local Control determines if the customer has a need for follow-up training.

(l) Following the cutover, keeps Business Services Control and local Business Services management informed of results, including the customer attitude if known. Notifies the Plant coordinate of any service problems that have not been corrected.

4. BUSINESS SERVICES FACILITIES CONSIDERATIONS

4.01 Business Services Control has a responsibility for coordinating and advising on equipment arrangements, since they have the overall knowledge of the service ordered and should be aware of the options possible at each point. Since switching and trunking are involved in many ISC services, it is not enough that customer training be the sole interest of the ISC Team Business Services member. A shortage of switching equipment and circuits, or improper traffic routing and trunking arrangements may result in serious impairments unless corrected prior to cutover. Some services may generate a sufficiently large volume of traffic to cause overloads unless specific additions or arrangements are made.

4.02 The ISC Team Business Services member will review and analyze traffic volumes and switching equipment on all ISC services. When necessary, the Business Services Facilities personnel will be requested to assist in determining the need for equipment rearrangements or additional facilities in the implementation and administration of a service. These facility considerations, alone or in a combination, may involve:

(a) Central office, PBX or Centrex switching and trunking load balance.

(b) System (or Network) trunking and routing.

5. COORDINATION WITH DATA SPECIALIST TEAMS

5.01 Implementation of data service requires close coordination between the ISC and *Data Specialist Teams*. Therefore, Business Services Control will refer all USOs on data services to the Business Services member of the Data Specialist Team for analysis. The Data Specialist Team Business Services member will review the proposed service and its potential impact on the local central office in which it terminates. The Business Services Data Specialist should notify the Network Operations Engineering group responsible for switching and facilities provision in the central office of the potential load and its characteristics (anticipated holding time per call, potential usage of lines in terms of occupancy and number of attempts), so that action may be taken to protect service.

6. USAGE STUDIES

6.01 After cutover, a usage study shall be made by Business Services Control on a periodic basis to determine the adequacy of facilities and equipment serving the customer. These evaluations will require that Business Services Control should:

(a) Arrange for and gather traffic usage study results, in CCS, for voice facilities and services.

(b) Solicit reports of Operating Company studies indicating the adequacy of line equipment, trunks, selectors, and the efficiency of grading.

(c) Arrange for and gather traffic usage study results, in usable units, for data and teletypewriter facilities and services.

Based upon analysis of such data, a recommendation shall be prepared and, in cooperation with other ISC Control Team members, steps will be taken to initiate corrective action by the Telephone Company or by the customer, as appropriate.

6.02 The Control Team will determine whether a need exists for a system-wide usage study for a particular customer. Such studies will be coordinated among ISC Administrative Team Business Services members.

6.03 Efficient use of communications facilities and equipment are of vital importance both to the Telephone Company and to the customer. Since telephone habits of station users affect the overall quality of service available to the general public as well as an individual customer's image, the ISC Control Team Business Services member has the responsibility of analyzing service results and, where necessary, of requesting Business Services Local Control to implement appropriate customer retraining programs.

SYSTEM LOCATIONS AND CONTACTS

STATE, CITY AND/OR LOCATION	ADDRESS	CUSTOMER CONTACT & TELEPHONE NO.	EQUIP.	CKT. TTDT1337-
ARIZONA				
Phoenix	Sperry Flight System Div. of Sperry Rand 21111 North 19th Ave. Main Fl.	Clyde Wiggins 602 942-2311	28 ASR	003
CONNECTICUT				
Bridgeport	Remington Shaver Div. of Sperry Rand 60 Main St. - Main Fl.	Robert Silva 203 336-2571	28 ASR	005
DISTRICT OF COLUMBIA				
Washington	Univac Div. of Sperry Rand 2121 Wisconsin Ave. N.W. Main Fl.	Monty Johnson 202 338-8500	28 ASR	002
ILLINOIS				
Elk Grove Village	Univac Div. of Sperry Rand 2121 Landmier Rd. Main Fl.	Don Berkhoff 312 593-1600	28 ASR	003
	Univac Div. of Sperry Rand 2121 Landmier Rd. Main Fl.	Don Berkhoff 312 593-1600	28 ASR 28 ASR Aux 28 ROTR	004
MICHIGAN				
Troy	Vickers Div. of Sperry Rand Maple Ave. & Crooks Rd. Main Fl.	Eric Haapala 313 576-3797	28 ASR Aux 28 ROTR	003

Fig. 1—System Locations and Contacts—Example

TRAINING NOTICE					
From I.L. _____		Area Business Services _____		Date _____	
To ISC Coordinator _____			FYI Copy To _____		
Please Complete Report Section Below And Deposit One Entire Form in Return Mail By _____ If Training is Refused Complete And Return Immediately. Refer Questions And Training Delays Through Normal Channels.					
Reason:	New Svc./Attd.	Change/Add Equip.	Retrain Req. By:	Cust.	Sales
	Add Sta./Ckt.	Revisions		Plant	Trf.
Customer _____					
Street Address _____					
City, State _____					
Contact _____			NPA & Tel. No. _____		
Type of Service _____			Equipment _____		
USO/ISC No. (S) _____			Circuit No. (S) _____		
Network No. (S) _____			Codes _____		
Switching Center _____			Trouble Reporting No. (S) _____		
Plant Test Date _____		Training Date (S) _____		Service Date _____	
Training Material:		Existing Material Dated _____		Section No. (S) _____ Instr. No. _____	
Attached		Mailed Separately		Existing "How To Operate" Bklt _____	
Copy (IES) For _____		File _____		Customer _____ Training Personnel _____	
Special Instructions: _____					

(Do Not Detach) _____ Cover Start Of Svc. _____					
TRAINING REPORT					
Trng. Material Rec'd (Date) _____		Trng. Material Satisfactory		Yes No (Explain in Rmks.)	
Type Of Customer Contact:		Premise Visit	Telephone Call	Actual TND _____	
No. Trained: _____		Attendants _____	*Hrs. _____	Ind. Subscribers (Govt) _____	*Hrs. _____
Equipment Available During Training		Yes	No	Follow-up Scheduled (Date) _____	
Training Refused By: (Name) _____ Reason _____					
Remarks, Customers Comments, Problems: _____					

*Do Not Include Travel Time			(Over If More Space Needed)		
Completed By: _____			Return To: _____		
Name _____					
Tel. Co. _____					
NPA & Tel. No. _____					
Date _____					
For Orig. I.L. Area Ofc. Use Only:			Date Ret. _____ Action Taken _____		

Fig. 2—Training Notice Form

To: ISC Coordinators

USO N1098-7564-32 authorizes the start of service of an 83B3 Private Line Teletypewriter System for the John Doe Company on March 7, 1977. Customer training is scheduled for February 23 through 25.

This system uses the Model 28 ASR Teletypewriter at Outlying Stations and is controlled by an RCA 1104B Computer switcher.

The enclosed training material includes the Training Manual, Format Cards and Service Aid Cards showing Mnemonic Codes. Distribution is as follows:

- (#) for your file
- (#) for the Service Advisor/BSI
- (#) for the Customer

Please fill out the attached Training Report Form (section of the Training Notice) and return as soon as training has been completed.

Questions may be referred through normal training channels.

Very truly yours,

Fig. 3—Initial Transmittal Letter (Special Service)—Example